User's Guide

PCS Connection Card™
Model PC3200

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Welcome to Sprint®

Only Sprint built the largest all-digital, all-PCS nationwide network with advanced multimedia services, reaching more than 230 million people for clarity you can see and hear.

When it comes to mobile connectivity, the PCS Connection Card™ offers more freedom than ever before. No wires, no cables, just access to your data when you need it. The power of the Internet and company data is truly at your fingertips.

This guide will familiarize you with our technology and with your new PCS Connection Card and PCS Connection Manager℠ Software through simple, easy-to-follow instructions.

Thank you for choosing Sprint.

Introduction to this User's Guide

This User's Guide introduces you to PCS Service and all the features of your new wireless PC Card modem. It's divided into six sections:

- **Section 1:** PCS Connection Card Basics
- **Section 2:** Installing the PCS Connection Card
- **Section 3:** Using the PCS Connection Card
- **Section 4:** PCS Vision
- **Section 5:** Technical Specifications and Regulatory Information
- **Section 6:** Safety Information and Terms & Conditions

Throughout the guide, you'll find tips that highlight special shortcuts and timely reminders to help you make the most of your wireless PC Card modem and service. The Table of Contents and Index will help you locate specific information quickly.

You'll get the most out of your new PCS Connection Card if you read each section. However, if you'd like to get right to a specific feature, simply navigate to that page. Follow the instructions in that section and you'll be ready to use your card in no time.

Tip: You can print out this guide to keep on hand or view it online. If you're viewing it online, simply click on a topic in the Table of Contents or on any page reference within a section to go directly to that topic.

PCS Connection Card Basics

Introducing the PCS Connection Card™

In This Section

- Your PCS Connection Card
- Package Contents
- About This Guide

This section introduces the basic features and functions of your PCS Connection Card, what is included with your card and how to use this guide to get you started.

Your PCS Connection Card

Your PCS Connection Card fits into a **Type II PC Card slot** (available on most notebook PCs) and functions as a wireless PC Card modem. This card allows you to:

- Access your corporate network
- Send and receive email
- Access the Internet
- Receive short text (Web) messages

all without the need of a network cable or phone line.

CDMA Networks

The PCS Connection Card operates over a type of wireless network called CDMA (Code Division Multiple Access). This network technology has many features beyond providing a wireless link, including Web Messaging, which allows you to receive short messages using the PCS Connection Card.

To use the PCS Connection Card, you need an account that gives you access to a CDMA network.

Every CDMA network operates on one of three radio-frequency bands. Your PCS Connection Card operates on the 1900 MHz band.

The PCS Connection Card utilizes CDMA technology enabling real-time wireless access to email, the Internet or your company network. The card runs on most current Windows® compatible laptop or desktop computers, and it provides data transmission of up to 144 kilobits per second (kbps) in both forward and reverse direction with an average speed of 50-70 kbps before bandwidth optimization.

Tip: More information about CDMA networks is available on the CDMA Development Group Web site, www.cdg.org.

Tip: To optimize your settings for faster speeds and conservation of data when accessing your corporate network, work in "Offline" mode and synchronize periodically to send and receive corporate email. Also, do not use the Preview Pane. Save and Drag/Drop attachments to a desktop folder rather than double clicking prior to opening. For more detailed information, access the Microsoft whitepaper at http://www.microsoft.com/office/outlook/evaluation/perform.doc.

Package Contents

Your PCS Connection Card package contains the following components:

- PCS Connection Card (**PC3200**)
- Start Here Guide
- Installation CD containing the PCS Connection Manager℠ Software, including automated installation and activation wizards

About This Guide

This user's guide is designed to provide you with all the information you need to install and use your PCS Connection Card.

Note: The comprehensive Start Here Guide that comes with the PCS Connection Card should be sufficient for most installations.

- **Section 1** (which you are reading) gives you an overview of the card, providing the background information that is the basis for understanding the following sections.
- **Section 2** provides step-by-step instructions for installing the PCS Connection Card and PCS Connection Manager Software.
- **Section 3** provides step-by-step instructions on using the card.
- **Section 4** provides an introduction to PCS Vision℠ Services.
- **Section 5** provides electrical, radio frequency and other parameters of the PCS Connection Card for those who require technical information, as well as regulatory information.
- **Section 6** provides important safety and liability information and the Terms and Conditions of use for the PCS Connection Card.

Getting Started With Your PCS Connection Card™

In This Section

- The PCS Connection Card Software
- Activating and Configuring Your Account
- Care and Maintenance

This section outlines the basics of getting started with your PCS Connection Card, including installation procedures for the PCS Connection Manager℠ Software and inserting and activating your card.

Getting Started

Note: Refer to Start Here Guide for comprehensive instructions on installing the PCS Connection Manager Software and Card Activation.

CAUTION: Do not insert the PCS Connection Card into the slot until prompted to do so by the PCS Connection Manager Software program.

Before you begin using your PCS Connection Card, you must:

1. Check that your notebook has the system requirements listed on page 14 to ensure the proper installation and performance of your PCS Connection Card.
2. Install the PCS Connection Manager Software, located on the installation CD, onto your Notebook PC.
3. Insert the PCS Connection Card once the PCS Connection Manager prompts you to do so.
4. Activate your PCS Account and configure the PCS Connection Card to use your account (unless the card has been pre-activated).

The PCS Connection Card Software

The PCS Connection Card comes with the following software:

- PCS Connection Manager, which allows you to manage the card's actions and monitor your connections.
- The driver software that forms the interface between the PCS Connection Card and your Windows operating system.

Tip: A driver is software that forms the interface between a device (such as the PCS Connection Card) and the operating system on your PC (such as Windows ME).

The software must be installed before you insert the PCS Connection Card for the first time. Note that you will be prompted when it is time to insert the PCS Connection Card into your computer's PC card slot during the installation process. Detailed instructions are provided in the comprehensive Start Here Guide and herein beginning on page 15.

Activating and Using PCS Service

Before using your PCS Connection Card, you must first set up your PCS wireless network account.

To set up your PCS Connection Card wireless network account:

Call PCS Customer Service Solutions

- Call **1-866-581-9266**

You should have the following information available:

- Your billing address
- Your Social Security or Tax ID number
- Your driver's license number
- Your PCS Connection Card's ESN (electronic serial number)
  The ESN is printed on the card's label and can also be displayed during the installation process.
- A pen and paper to write down your account information

During this call, PCS Customer Service Solutions will help you select your service plan and guide you through the activation process. They will also provide you with the following important account information:

- Your card's Activation Code
- Your card's PCS Phone Number
- Your card's MSID(optional) Code

Tip: The Customer Solutions representative may or may not provide you with a MSID. If they do, enter this code during the software activation process. If they do not, you will leave the field blank. See pages 26-29 for instructions on "Activating and Provisioning Your PCS Connection Card ".

Unless your card has been pre-activated, the PCS Connection Manager application will automatically detect that no account has been configured when you run it for the first time. The Sprint Activation Wizard will then launch to guide you through the activation and configuration process.

Care and Maintenance

As with any electronic device, the PCS Connection Card must be handled with care to ensure reliable operation. Follow these guidelines in using and storing the card:

- Do not apply adhesive labels to the card, as they may cause the card to become jammed inside the card slot.
- The card should fit easily into your PC slot. Forcing the card into a slot may damage connector pins.
- Protect the card from liquids, dust and excessive heat.
- When not installed in your computer, store the card in a safe place.
- When storing or transporting your notebook computer, remove the PCS Connection Card.
- Optimal signal strength is usually obtained when the antenna is raised and pointed up at a 90 degree angle. Do not forcefully bend the antenna past 180 degrees.
- When removing your PCS Connection Card, always grip it by the sides of the card rather than the top. Never insert or remove the card while holding the antenna, this action will damage the card.
- Do not use the PCS Connection Card, with a handheld computer; it is only designed for notebook computers.
- Only use with notebook computers running supported Windows Operating Systems (Windows® 98SE, 2000, Me, XP).
- If driving or operating a vehicle, do not handle or operate the PCS Connection card. Doing so may distract the you from properly operating the vehicle. In some states and provinces, operating communication devices while in control of a vehicle is a criminal offense.

Installing the PCS Connection Card

Installation on Notebook PCs

In This Section

- Overview
- Notebook PC System Requirements

This section provides an overview of the installation process of your PCS Connection Card and includes a list of system requirements necessary for your card to operate and function properly. (Detailed installation instructions are outlined in Section **2B**)

Overview

Note: Refer to Start Here Guide for comprehensive instructions on installing the PCS Connection Manager Software and Card Activation.

CAUTION: Do not insert the PCS Connection Card into the slot until prompted to do so by the PCS Connection Manager Software program.

Before you begin using your PCS Connection Card, there are four necessary steps you must take to ensure proper installation. This section outlines these four steps in detail:

1. Install the PCS Connection Manager Software, located on the installation CD, onto your Notebook PC.
2. When prompted, insert the PCS Connection Cad into your computer's PC Card slot (Sprint label facing upwards). Windows will detect the card and automatically install the necessary card drivers.

Tip: A driver is software that forms the interface between a device (such as the PCS Connection Card)and the operating system on your PC (such as Windows Me).

3 The PCS Connection Manager should already be running. If not, launch the application.
4. If your card has not been previously activated, The Activation Wizard will automatically launch and guide you through the process.

System Requirements

The PCS Connection Card is supported on the following operating systems:

- Windows® 98SE
- Windows® Me
- Windows® 2000
- Windows® XP

To install and run the PCS Connection Card and accompanying PCS Connection Manager Software, these minimum system resources are required:

- **Card Slots:** Type II PC Card slot (Cardbus)
- **Disk Drive:** CD-ROM
- **Memory:** 32 MB
- **Disk Space:** 20MB
- **Browser:** Internet Explorer 6.0 or later

Note: Windows Internet Explorer version 6.0 or later is required for the activation stage.You can download and install Internet Explorer from www.microsoft.com/windows/ie/default.asp or you will be prompted to install it from the PCS Connection Card CD-ROM during the Card Activation and Provisioning process beginning on page **26**.

Note: Windows 98SE : You may need the original Microsoft Windows 98SE installation CD.

Special Note for Windows 98SE and 2000 : To function properly, the PCS Connection Card's IOTA protocol requires support for high-security 128-bit encryption. If the installer does not detect high-security support on your system, a pop-up window will appear instructing you to update your Internet Explorer to version 6 (Windows 98SE) or update your Windows 2000 to support 128-bit security (Windows 2000). Follow the onscreen instructions to update your system.

Installing Your PCS Connection Manager℠ Software and Card

Notebook PCs (Windows 98SE, Me, 2000 and XP)

The setup process for installing and using your PCS Connection Card varies depending on what operating system you are running.

In This Section

The Installation Process has three stages:

- **Part 1: Software Installation** - Install the PCS Connection Manager℠ Software.
- **Part 2: Driver Installation** - Install the PCS Connection Card drivers.
- **Part 3: Activating and Provisioning Your PCS Connection Card** - Activate your account and configure the PCS Connection Card to use your account.

This section guides you through the steps necessary to install your PCS Connection Card and make it operational on a notebook PC.

Before beginning the installation process, it is recommended that you quit all open applications.

CAUTION: Do not insert your PCS Connection Card until you have installed the PCS Connection Manager℠ Software onto your PC.

Note: Windows 2000 and Windows XP: You will need administrative privileges to install the software and drivers.

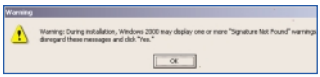
Note: Windows 98SE: Ensure that Windows Dial-Up Networking and TCP/IP protocol are installed.

Part1: Software Installation

1. Insert the installation CD into your CD-ROM drive.

2. The Setup program should launch automatically. If the Setup program does not launch, select **Start > Run** and enter **d:\Launch.exe**, where **d** is your CD-ROM drive letter; otherwise replace "**d**" with the letter that indicates your CD-ROM drive.

3. **Windows 2000 and XP only:** During installation, Windows 2000 and XP may display one or more "Signature Not Found" warnings. Click **OK** to proceed when they appear.

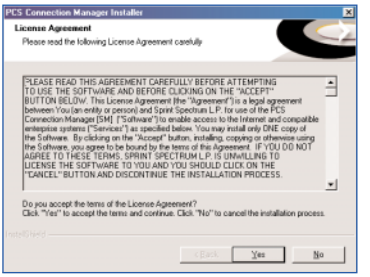

Warning
Warning: During installation, Windows 2000 may display one or more "Signature Not Found" warnings; disregard these messages and click "Yes."
OK

Windows 2000

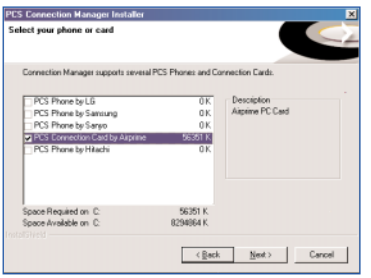
Warning
Warning: During installation, Windows XP may display one or more warnings; disregard these messages and click "Continue Anyway."

Windows XP

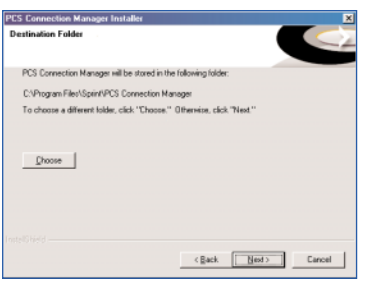
4. Please read the Licensing Agreement and click **Yes** to agree to the terms.


PCS Connection Manager Installer
License Agreement
Please read the following License Agreement carefully
"PLEASE READ THIS AGREEMENT CAREFULLY BEFORE ATTEMPTING TO USE THE SOFTWARE AND BEFORE CLICKING ON THE "ACCEPT" BUTTON BELOW. This License Agreement (the "Agreement") is a legal agreement between You (an entity or person) and Sprint Spectrum L.P. for use of the PCS Connection Manager [SM] ("Software") to enable access to the Internet and compatible enterprise systems ("Services") as specified below. You may install only ONE copy of the Software. By clicking on the "Accept" button, installing, copying or otherwise using the Software, you agree to be bound by the terms of this Agreement. IF YOU DO NOT AGREE TO THESE TERMS, SPRINT SPECTRUM L.P. IS UNWILLING TO LICENSE THE SOFTWARE TO YOU AND YOU SHOULD CLICK ON THE "CANCEL" BUTTON AND DISCONTINUE THE INSTALLATION PROCESS.
Do you accept the terms of the License Agreement?
Click "Yes" to accept the terms and continue. Click "No" to cancel the installation process.
InstallShield
< Back
Yes
No

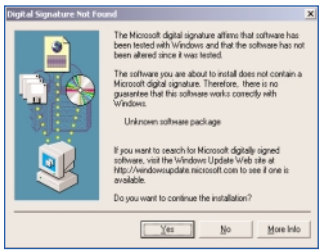
5. Select the checkbox **PCS Connection Card by AirPrime**. Click **Next** to continue.


PCS Connection Manager Installer
Select your phone or card
Connection Manager supports several PCS Phones and Connection Cards.
PCS Phone by LG 0 K
PCS Phone by Samsung 0 K
PCS Phone by Sanyo 0 K
PCS Connection Card by Airprime 56351 K
PCS Phone by Hitachi 0 K
Description
Airprime PC Card
Space Required on C: 56351 K
Space Available on C: 8294864 K
InstallShield
< Back
Next >
Cancel

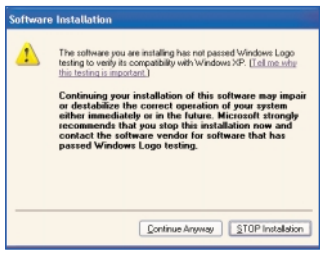
6. Click **Next** to install the software to the default folder. You may choose to install to a different folder by clicking the **Choose** button.


PCS Connection Manager Installer
Destination Folder
PCS Connection Manager will be stored in the following folder.
C:\Program Files\Sprint\PCS Connection Manager
To choose a different folder, click "Choose." Otherwise, click "Next."
Choose
InstallShield
< Back
Next >
Cancel

7. **Windows 2000 and XP only:** Please disregard the "Digital Signature Not Found" warning and click **Yes** or **Continue Anyway** to proceed with installation.

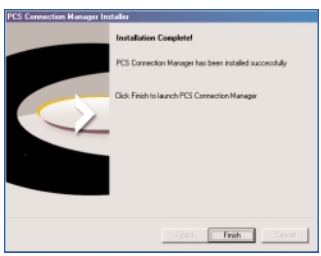

Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Unknown software package
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

Windows 2000

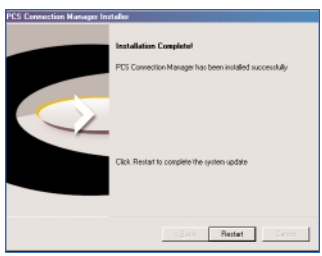

Software Installation
The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the software vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

Windows XP

8. Click **Finish** or **Reboot** to complete the installation.


PCS Connection Manager Installer
Installation Complete!
PCS Connection Manager has been installed successfully
Click Finish to launch PCS Connection Manager
Finish

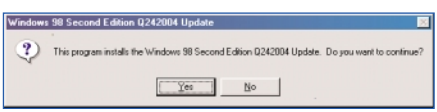
Windows 98SE, 2000, and XP


PCS Connection Manager Installer
Installation Complete!
PCS Connection Manager has been installed successfully
Click Restart to complete the system update
Restart

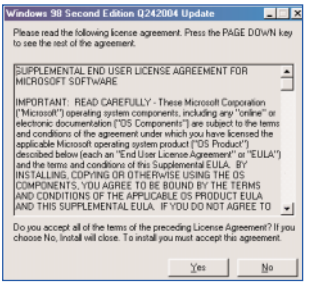
Windows Me

Note: If running Windows 2000, ME, XP: **Skip to Step 12** on page **19.**

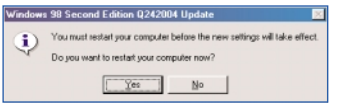
9. **Windows 98SE only:** The Windows 98 Second Edition Q242004 update will be installed. Click **Yes** to continue.


Windows 98 Second Edition Q242004 Update
This program installs the Windows 98 Second Edition Q242004 Update. Do you want to continue?
Yes
No

10. **Windows 98SE only:** Please read the Licensing Agreement and click **Yes** to agree to the terms.

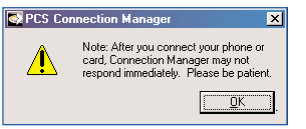

Windows 98 Second Edition Q242004 Update
Please read the following license agreement. Press the PAGE DOWN key to see the rest of the agreement.
SUPPLEMENTAL END USER LICENSE AGREEMENT FOR MICROSOFT SOFTWARE
IMPORTANT: READ CAREFULLY - These Microsoft Corporation ("Microsoft") operating system components, including any "online" or electronic documentation ("OS Components") are subject to the terms and conditions of the agreement under which you have licensed the applicable Microsoft operating system product ("OS Product") described below (each an "End User License Agreement" or "EULA") and the terms and conditions of this Supplemental EULA. BY INSTALLING, COPYING OR OTHERWISE USING THE OS COMPONENTS, YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THE APPLICABLE OS PRODUCT EULA AND THIS SUPPLEMENTAL EULA. IF YOU DO NOT AGREE TO
Do you accept all of the terms of the preceding License Agreement? If you choose No, Install will close. To install you must accept this agreement.
Yes
No

11. **Windows 98SE only:** You must restart your computer before the new settings will take effect. Click **Yes** to restart your computer.


Windows 98 Second Edition Q242004 Update
You must restart your computer before the new settings will take effect.
Do you want to restart your computer now?
Yes
No

Note: The following window display will appear for Windows 2000 and XP, whereas the same window display will appear for Windows 98 and Me after your computer restarts.

12. Click **OK** to proceed.


PCS Connection Manager
Note: After you connect your phone or card, Connection Manager may not respond immediately. Please be patient.
OK

13. The PCS Connection Manager will launch.

Part 2: Driver Installation

1. Insert the PCS Connection Card into your computer's PC Card slot (Sprint label facing up). Then raise the antenna so that it is fully extended and pointed up at a 90 degree angle. Use in any other configuration may exceed FCC RF Exposure limits.

Note: Refer to Section 2D for complete instructions on Inserting and Removing the PCS Connection Card, beginning on page 30.

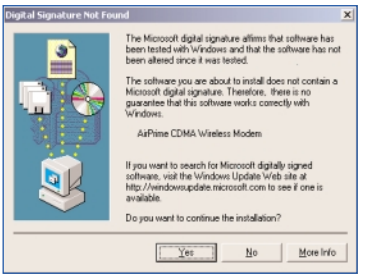
WARNING: Once the card is inserted,do not physically remove the PCS Connection Card until you have completed the Removing the PCS Connection Card process described on page 30. Removing the card improperly may cause a fatal error to your PC.

2. Your operating system will determine which Driver Installation instructions you will follow:
   - **Option 1:** Hardware Detection for Windows 2000 and Me (page 21)
   - **Option 2:** Hardware Detection for Windows 98SE (page 22)
   - **Option 3:** Hardware Detection for Windows XP (page 24)

Option 1: Hardware Detection for Windows 2000 and Windows Me

1. After inserting your PCS Connection Card into the PC Card slot, you will see a series of hardware detection notices.

2. **Windows 2000 only:** Please disregard the "Digital Signature Not Found" warning and click **Yes** to proceed with installation.

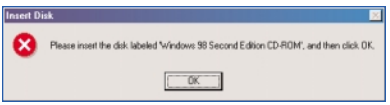

Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
AirPrime CDMA Wireless Modem
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

3. After the software and driver installations are complete, the software will detect the characteristics of the card. If your PCS Connection Card has not been activated, the Activation Wizard will automatically launch and guide you through the activation process. **Go to Part 3: Activating and Provisioning Your PCS Connection Card,** starting on page 26.

Option 2: Hardware Detection for Windows 98SE

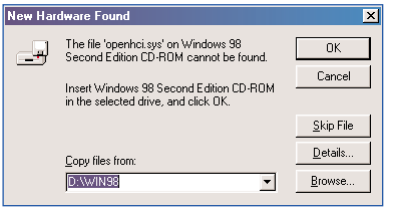
1. After inserting your PCS Connection Card into the PC Card slot, you will see a series of hardware detection notices.

2. Some drivers may be needed from the original Microsoft Windows 98SE installation CD. If so, the following screen will appear. Remove your PCS Connection Card Installation CD. Insert your Microsoft Windows 98SE installation CD. Click **OK** to proceed.



3. The Microsoft Welcome screen may appear. Click **X** at the right corner to continue.

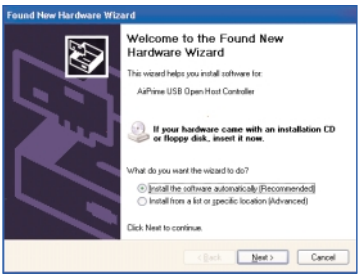
4. You will see a **New Hardware Found** detection notice. Click **OK** to proceed.



5. After the software and driver installations are complete, the software will detect the characteristics of the card. If your PCS Connection Card has not been activated, the Activation Wizard will automatically launch and guide you through the activation process. **Go to Part 3: Activating and Provisioning Your PCS Connection Card**, beginning on page 26**.**

Option 3: Hardware Detection for Windows XP

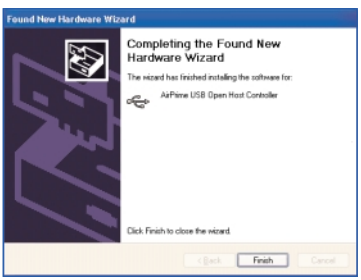
1. After inserting your PCS Connection Card into the PC Card slot, the **Found New Hardware Wizard** will launch. Select the **Install the software automatically (recommended)** button. Click **Next** to continue.


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
AirPrime USB Open Host Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

2. Please disregard the "Windows logo" warning and click **Continue Anyway** to proceed with installation.

Hardware Installation
The software you are installing for this hardware:
AirPrime USB Open Host Controller
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

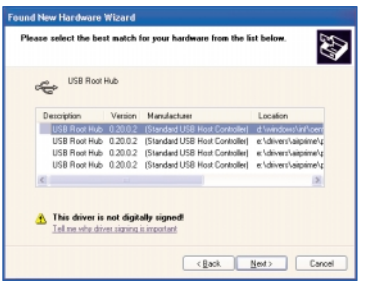
3. Click **Finish** to complete the installation.


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
AirPrime USB Open Host Controller
Click Finish to close the wizard.
< Back
Finish
Cancel

4. Steps 1-3 will repeat three times.

Note: Windows XP only: A FOUND NEW HARDWARE WIZARD may appear asking to select a USB Root Hub.

4.a. Click **Next** to continue, accepting the already highlighted default USB Root HUB."


Found New Hardware Wizard
Please select the best match for your hardware from the list below.
USB Root Hub
Description
Version
Manufacturer
Location
USB Root Hub 0.20.0.2 (Standard USB Host Controller)
USB Root Hub 0.20.0.2 (Standard USB Host Controller)
USB Root Hub 0.20.0.2 (Standard USB Host Controller)
USB Root Hub 0.20.0.2 (Standard USB Host Controller)
This driver is not digitally signed!
Tell me why driver signing is important
< Back
Next >
Cancel

5. After the software and driver installations are complete, the software will detect the chracteristics of the card. If your PCS Connection Card has not been activated, the Activation Wizard will automatically launch and guide you through the activation process. **Go to Part 3: Activating and Provisioning Your PCS Connection Card,** beginning on page 26.

Part 3: Activating and Provisioning Your PCS Connection Card

The final step to making your PCS Connection Card operational is configuring it to use your account.

Tip: For an overview of account activation and configuration, see "Activating and Using PCS Service" on page 9.

If you purchased a pre-activated PCS Connection Card this step is not necessary. Once the application software and driver are installed, the card is ready for use.

Otherwise, you must use the Sprint Activation Wizard to activate and configure your account. Activation involves phoning PCS Customer Service Solutions, exchanging information and entering your account information into the appropriate fields in the wizard.

To activate an account and configure your PCS Connection Card:

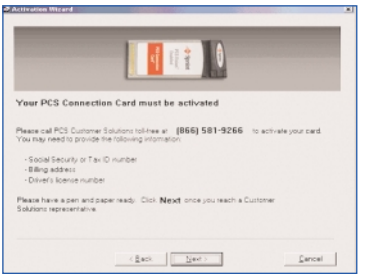
1. Please telephone PCS Customer Service Solutions at **1-866-581-9266** to set up your PCS wireless network account.

You should have the following information available:

- Your billing address
- Your Social Security or Tax ID number
- Your driver's license number
- Your PCS Connection Card's ESN (electronic serial number) The ESN is printed on the card's label and can also be displayed during the installation process.
- A pen and paper to write down your account information

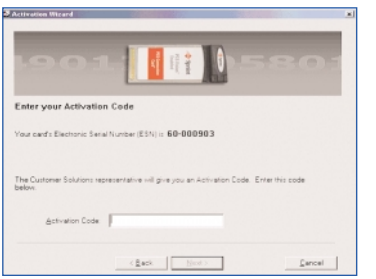
Inform your PCS Customer Solutions Specialist that you are activating a PCS Connection Card (**PC3200**). During this call, PCS Customer Service Solutions will help you choose a service plan and guide you through the activation process.

2. If your PCS Connection Card has not been activated, the Activation Wizard will automatically launch and guide you through the activation process.


Activation Wizard
Your PCS Connection Card must be activated
Please call PCS Customer Solutions toll-free at (866) 581-9266 to activate your card.
You may need to provide the following information:
- Social Security or Tax ID number
- Billing address
- Driver's license number
Please have a pen and paper ready. Click Next once you reach a Customer Solutions representative.
< Back
Next >
Cancel

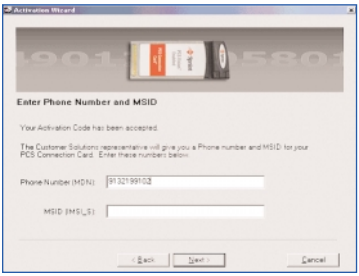
Note: If you close the activation wizard before finishing the Card Activation and Provisioning process, the Activation Wizard can be found at Menu/Activation Wizard from within the PCS Connection Manager.

3. The Customer Solutions representative will give you an Activation Code. Enter this code in the space provided. Click **Next** to continue.


Activation Wizard
Enter your Activation Code
Your card's Electronic Serial Number (ESN) is: 60-000903
The Customer Solutions representative will give you an Activation Code. Enter this code below.
Activation Code:
< Back
Next >
Cancel

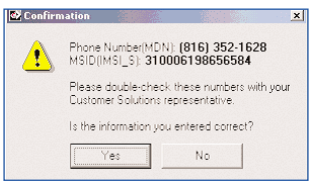
4. The Customer Solutions representative will give you a Phone number and a MSID Code. Enter those numbers in the spaces provided. Click **Next** to continue.

Note: If you do not receive a MSID (IMSI_S) Code, leave the field blank.

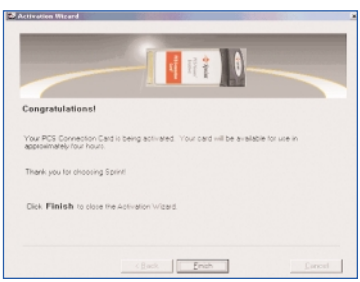

Activation Wizard
Enter Phone Number and MSID
Your Activation Code has been accepted.
The Customer Solutions representative will give you a Phone number and MSID for your PCS Connection Card. Enter these numbers below.
Phone Number (MDN):
MSID (IMSI_S):
< Back
Next >
Cancel

5. Your phone number will be displayed at the bottom of the activation window. Click **Yes** if the information is correct.

Note: The numbers shown in the window display below are different from what you will see.



6. You have now successfully completed the activation process. Click **Finish** to exit the Sprint Activation Wizard.


Activation Wizard
Congratulations!
Your PCS Connection Card is being activated. Your card will be available for use in approximately four hours.
Thank you for choosing Sprint!
Click Finish to close the Activation Wizard.
< Back
Finish
Cancel

Note: If Windows Internet Explorer version 6.0 or later is not installed on your PC,you may be prompted to install it from the PCS Connection Card CD-ROM during the Card Activation and Provisioning stage.Once Windows Internet Explorer version 6.0 is installed,your computer will restart and the PCS Connection Manager Software will continue the Provisioning process.

7. Provisioning will start immediately after activation and may take several minutes.

8. Click **Go** to Connect.

Note: Section 3A: The PCS Connection Manager beginning on page 36 explains how to use the PCS Connection Manager Software to manage and monitor your connections.

Inserting & Removing the PCS Connection Card

In This Section

- Inserting the PCS Connection Card
- Removing the PCS Connection
- Exiting the PCS Connection Manager

This section explains the steps necessary to insert and remove the PCS Connection Card properly. Removing the card improperly may cause a fatal error to your PC.

Inserting and Removing the PCS Connection Card

Inserting the PCS Connection Card

Before you insert the PCS Connection Card, you must first install the PCS Connection Manager Software as discussed earlier in this chapter. Once you have completed the software installation procedure, you may insert your card into your computer's PC Card slot. The Sprint label should be facing up and the 68-pin connector, located at the end of the card, should be inserted directly into the computer's PC Card slot.

Note: The PCS Connection Card should fit snugly, but you should be able to insert or remove it easily from your computer's PC Card slot.

Insert the PCS Connection Card into your computer's PC Card slot (A) with the Sprint label facing up. Then raise the antenna so that it is fully extended and pointed up at a 90 degree angle (B). Use in any other configuration may exceed FCC RF Exposure limits.

A

B

WARNING: Once the card is inserted,do not physically remove the PCS Connection Card until you have completed the Unplug/Eject process described on page 32. Removing the card improperly may cause a fatal error to your PC.

When you insert the card, the following should occur:

- If sound effects are enabled, the computer beeps.
- The PC Card icon appears in the status area (unless the feature has been disabled).
- The PCS Connection Manager Software launches (unless the auto-launch feature has been disabled).

The card is powered as soon as you insert it.

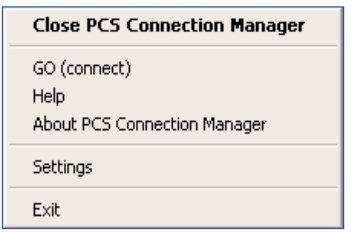
Removing Power From The PC Card

When the PCS Connection Card is connected to the computer it has power and is trying to communicate with the network. To remove power, the card must be ejected from the PC Card slot.

Removing the PCS Connection Card

To remove the card:

1. Close the PCS Connection Manager if it is open.
2. **Right Click** on the System Tray icon
3. Select **Exit**



4. After the PCS Connection Manager has exited, go to the task bar and double click on the **Unplug and Eject Hardware** icon.

XP

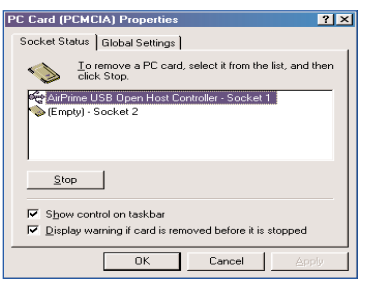
2000 & Me

98SE

Note: The window display in steps **5** and **6** may differ across Operating Systems.

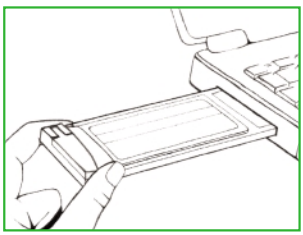
---

5. Select **AirPrime USB OpenHost Controller**. Click **Stop**.


PC Card (PCMCIA) Properties
Socket Status
Global Settings
To remove a PC card, select it from the list, and then click Stop.
AirPrime USB Open Host Controller - Socket 1
(Empty) - Socket 2
Stop
Show control on taskbar
Display warning if card is removed before it is stopped
OK
Cancel
Apply

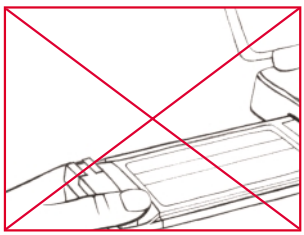
6. Click **OK**, then remove the PCS Connection Card. It is now safe to eject the card.

7. When removing your PCS Connection Card, always grip it by the sides of the card rather than the top. Pulling on the antenna will damage the card. If available, use the Card Ejector tool on your laptop.



Correct

When inserting or removing your PCS Connection Card, grip the card by both of its sides.



Incorrect

Do not handle or remove the PCS Connection Card by pulling on the antenna.

Using the PCS Connection Card

The PCS Connection Manager℠

In This Section

- The PCS Connection Manager
- The PCS Connection Manager Window
- Accessing Links
- Windows Main Interface

This chapter outlines the PCS Connection Manager interface for your notebook PC, including the components of the main window, button usage, taskbar icons and more. Once you've mastered the basics here, you'll be ready to begin using your PCS Connection Card™.

The PCS Connection Manager

PCS Connection Manager Software allows you to manage and monitor the connection between your PCS Connection Card and the CDMA network. Use the PCS Connection Manager to:

- Determine your signal strength, PCS Vision availability and other network parameters
- Initiate data calls
- View call statistics and Web messages
- Enable and disable features such as Always on Top (which allows you to set the card software to display in front of other application windows)
- Set options related to Web messages and sounds played

You must run the PCS Connection Manager Software anytime you use the PCS Connection Card.

Starting the PCS Connection Manager Software

You can launch the PCS Connection Manager Software by:

- Doubling clicking the **PCS Connection Manager** icon, located on your desktop.

– or –

- Selecting **Start > Programs > Sprint > PCS Connection Manager**

Depending on your settings in the Options window, the software launches automatically anytime you insert the PCS Connection Card.

Once you make a connection in the card software, you can launch whichever application you want to use (such as your Web browser or email application).

Use the close button in the lower right corner of the interface to exit.

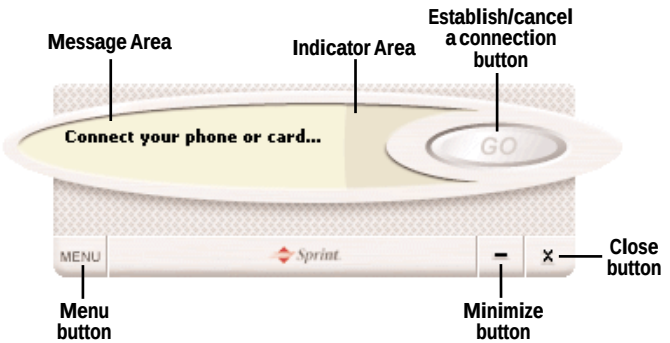
Note: The PCS Connection Manager Software will attempt to register and connect to the network using the information provided in the default connection profile. A connection profile identifies your card to the service provider and allows you to access your network account.

The PCS Connection Manager Window

The PCS Connection Manager features its own Custom Main Interface (CMI) window. It includes the following components:

- A Menu button in the lower left corner
- Minimize and Close buttons in the lower right corner
- A message area (the upper left portion of the display)
- An indicator area (to the immediate right of the message area)
- A button ("GO") used to establish/cancel a connection

(The WMI view, an alternative interface, is described on page 44)



About the Interface

The following application functions are available within the main window of the PCS Connection Manager:

- Close: Closes the interface
- Minimize: minimizes the interface
- Go: Initiates a connection
- Stop: Ends or cancels a connection
- Menu: Provides access to tools and options settings
- Message Area: Displays "Connect your phone or card," "Ready to Connect," "Connected" or "Connecting" states
- Indicator Area: The Indicator area displays icons that notify you when you receive messages and indicate whether certain options and features are enabled
- Signal Strength: Visual indicator of signal strength

Secondary Menu Options

Clicking the Menu button, located in the lower left corner of the interface, provides access to the PCS Connection Manager secondary menu.

Note: For a full explanation of each of the submenu links, go to Section 3B: Menu Options, beginning on page 45.

The Minimize and Close Buttons

The Minimize button closes the window but leaves the program running. When the program is minimized, its icon in the status area can be used to determine the card status. (See page 43).

Once minimized, you can redisplay the program by double clicking the desktop shortcut or launching the card software from the **Start** menu. (See page 36.) You can also click the icon in the status area. (The icons are shown in the section "Taskbar Icons" on page 43.)

The Close button is used to exit the card software.

Connection Status

The PCS Connection Manager interface provides information about your current connection status.

Connect your phone or card

If the PCS Connection Manager fails to detect a PCS Connection Card, the message “Connect your phone or card” will continue to display.

Note: In this state, the **GO** button is unavailable to indicate it cannot be engaged. The signal strength and image compression icons also are not visible.

Ready to Connect

The Ready state is the default state when the PCS Connection Card is connected. It signifies that the PCS Connection Manager Software is ready to connect to the network. The **GO** button is now enabled and the signal strength icon is visible.

Click **GO** to initiate a connection.

If a Dial-up Networking Connection is also available, the **GO** submenu displays. The **GO** submenu lists all available connections grouped by connection type and in alphabetical order. The connection type (PCS Vision or Dial-up Networking) appears on the left with the connection name to its right. Duplicate connections appear only once.

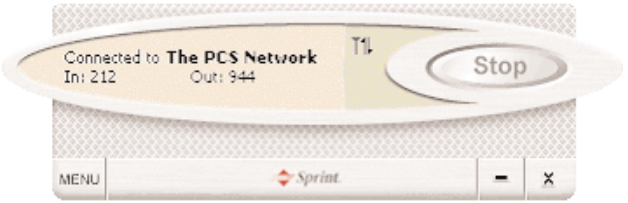
Connecting

In this state the PCS Connection Manager is attempting to make a connection. The signal strength icon is visible, however the **GO** button changes to **Stop**.

If you attempt to establish a PCS Vision connection that requires a password or a Dial-up Networking Connection requiring a remote login and password, a dialog box will appear. Enter the relevant information and click **OK** to continue the connection process.

To cancel the connection, click **Stop**.

Connected



Once the connection is established, the signal strength icon is replaced by a transferring/receiving icon which displays the amount of transferred data.

For other messages, see "Troubleshooting Tips" on page 56.

Indicator Area

The indicator area displays icons that help you keep track of your signal strength, notify you when you receive messages and indicate whether certain options or features are enabled.

Icon	Meaning
	The Signal Strength indicator uses bars to show the strength of the radio signal. The number of bars increases (up to a maximum of four) as the signal strength increases. **Note:** This icon is displayed only when data services are available.
	When no bars are shown, no connection is possible for one of the following reasons: 4 No antenna is attached. 4 You are outside the enhanced Sprint Nationwide PCS Network service area. 4 The signal strength is too weak. 4 A network or account problem is preventing the PCS Connection Card from obtaining service. Once a connection is established, this icon is replaced by the Transmit/Receive icon (see page 41).
	4 The transfer/receive icon lets you know that a PCS Vision data connection is active.

The GO Button

The GO button is used to establish and cancel a connection. The text on the button changes during different connection stages.

- **GO –** Ready to establish a connection. Click the button to start a connection (if only one is defined) or to display a list from which you can select a connection (if more than one connection is defined).
- **Stop** – A connection is being established or is already established. Click the button to cancel or disconnect.

Taskbar Icons

The PCS Connection Manager displays an icon in the status area (in the lower left portion of the display screen on notebook PCs). The status area icon indicates your connection status.

Icon	Meaning
	Connecting - PCS Connection Card and ready for connection or currently making a connection.
	Connected - Connection established to Enhanced PCS Network and data transfer in process.
	Dormant - Connection established but no data transfer taking place.
	Disconnected - PCS Connection Manager running, but no connection in progress.
	Error - PCS Connection Manager has encountered a hardware failure in your computer's modem or other error while attempting to connect.

The Connected and Connecting versions of the icon animate to indicate network activity while the Error, Disconnected and Dormant versions of the system tray icon remain static.

Accessing Links

For your convenience, Sprint incorporates links to select PCS Products and Services within the PCS Connection Manager menu. To access these links:

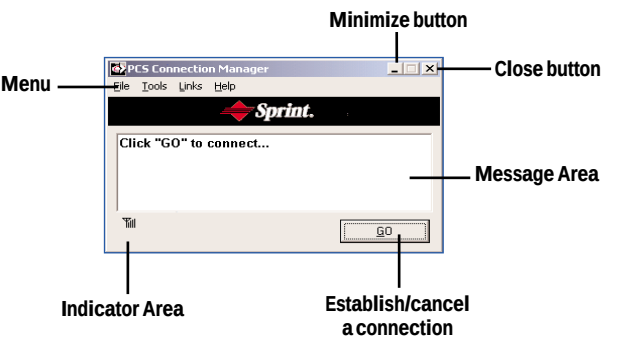
1. Click **Menu** on the PCS Connection Manager interface.
2. Select **Links** from the submenu.

Note: The PCS Connection Manager interface Links menu does not allow you to add/remove links. Continue to manage direct links to your favorite Web sites through your Web browser.

Windows Main Interface

The PCS Connection Manager has an alternative view instead of the Custom Main Interface (CMI) window shown on page 37. It is called the Windows Main Interface (WMI) window and provides the same function as the CMI (it just looks different).

- A Menu in the top left corner
- Minimize and Close buttons in the top right corner
- A message area (the bottom portion of the display)
- An indicator area (below the message area)
- A button (“**GO**”) used to establish/cancel a connection



Note: For a full explanation of each of the submenu links, go to Section 3B: Menu Options, beginning on page 45.

Menu Options

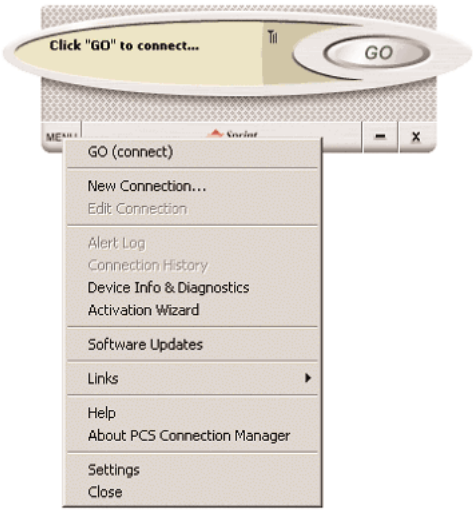
In This Section

- Overview and Description of Menu Items
- Other Features

This chapter provides an overview and brief description of each menu option you may encounter while using your PCS Connection Card™ and PCS Connection Manager℠ Software.

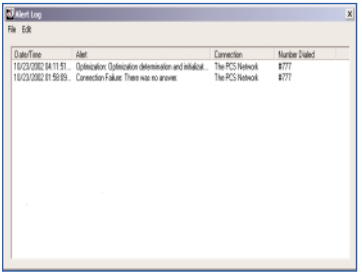
Overview of Menu Items

Clicking the Menu button, located at the lower left of the interface, launches the PCS Vision Interface secondary menu.

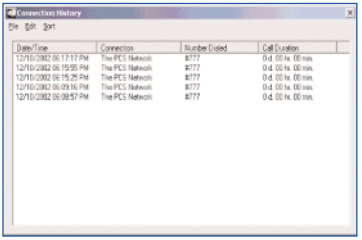


Menu Item	Description
Go (Connect)	The GO (Connect) option allows you to establish a connection. Once a connection is established, the GO (Connect) button will be replaced by the option Disconnect. Select Disconnect when you are ready to terminate the session.

Alert Log Provides a record of all alerts that have been received while establishing and maintaining Connections. You can use the Alert Log to help isolate and resolve connection issues. The Alert Log displays a table with four columns: Date/Time, Alert, Connection and Number Dialed. The Date/Time button sorts in descending order the first time it is clicked while each of the other buttons sort in ascending order by default. You can select entries by using the arrow keys on your keyboard or the mouse. Selected entries are highlighted. By default, no entry is selected. To delete all entries, select Clear Log from the Edit menu.

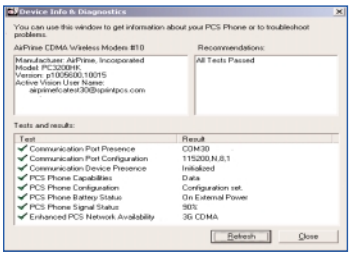


Connection History Provides you with a detailed record of connections established using your PCS Connection Card. Since Connection History allows you to sort records by connection name, you can easily distinguish between personal and business usage.

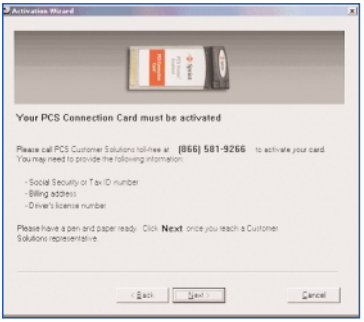


Device Info & Diagnostics

Helps identify problems connecting to the Enhanced PCS Network Network and provides key information about your PCS Connection Card status and configuration.



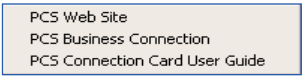
Activation Wizard The primary function of this screen is to provide instructions to activate your card.


Activation Wizard
Your PCS Connection Card must be activated
Please call PCS Customer Solutions toll-free at (866) 581-9266 to activate your card.
You may need to provide the following information:
- Social Security or Tax ID number
- Billing address
- Driver's license number
Please have a pen and paper ready. Click Next once you reach a Customer Solutions representative.
< Back
Next >
Cancel

Software Updates Select the checkbox to check for software release updates on a monthly basis. You can also check any time by selecting the **Check Now** button.

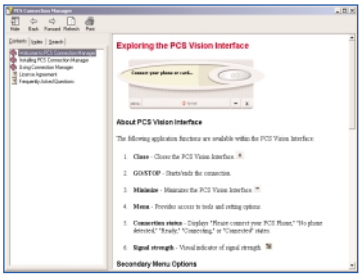
Software Updates
From time to time, Sprint may release updates for your PCS Connection Manager Software. These updates might add new features or improve network performance.
Check for updates once per month
Check Now
OK

Links For your convenience, PCS Connection Manager incorporates links to PCS products and services within the PCS Vision Interface menu. The PCS Vision Interface Links menu does not allow you to add/remove links. Continue to manage direct links to your favorite web sites through your web browser.



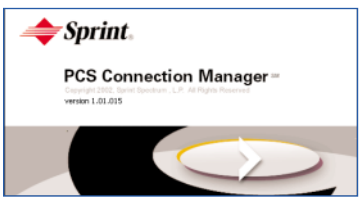
Help

By clicking on **Help**, a document will launch providing more detailed information on the PCS Connection Manager. If you are looking for additional information on a subject, you can find it here within the contents, index or search tabs.



About PCS Connection Manager

Provides information about the version you are using.



Settings

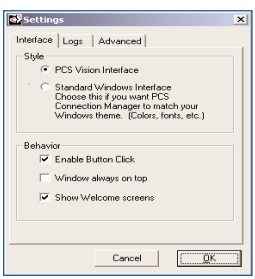
Contains three tabs: Interface, Logs, and Advanced.

Interface: Select an interface style.

- PCS Vision Interface / Connection Manager (CMI)

- or -

- Standard Windows Interface (WMI)

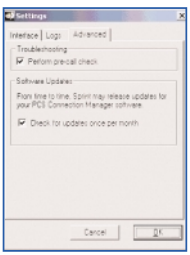


Choose optional Interface behavior:

- Button click - an audible click corresponds to each mouse click.
- Window always on top - PCS Vision Interface window remains in the foreground irregardless of what applications are open.
- Show Welcome screen - The Welcome screen appears each time PCS Connection Manager is launched.

Advanced:

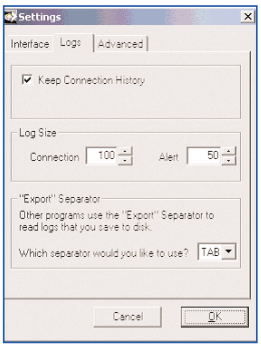
- Select the Troubleshooting checkbox if you want PCS Connection Manager to perform a pre-call check each time you initiate a connection.
- Select the Software Updates checkbox if you want to automatically check for upgrades to the PCS Connection Manager software.



By selecting the Check for updates once per month option, you will receive a dialog box any time updates or enhancements are made to the PCS Connection Manager software. The Software Update progress gauge provides a status of the file download progress. This window closes once the update is complete and returns you to the Settings dialog box.

Logs:

- Select the Keep Connection History checkbox to create a tracking log of your PCS Vision Connections.
- If activating Keep Connection History, input the number of Connections and Alerts you want to store.
- Select an Export Separator from the drop-down list to help format your logs when saved to disk.
- Click **OK** to save changes and close the **Settings** dialog box.



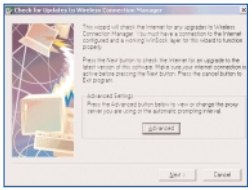
Other Features

Auto-Update

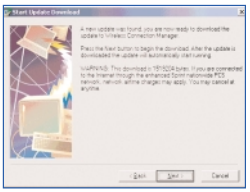
The PCS Connection Manager periodically checks the PCS updated Web site for new features. The new updates are automatically downloaded over the enhanced Sprint Nationwide Network and installed directly onto your laptop. These automatic updates insure the PCS Connection Manager software is always up-to-date with the latest features and service packs.

Note: On Windows 2000 and XP, you must have Administrator Privileges (Administrator or belong to Power Users Group) on your notebook to download and install PCS Connection Manager updates. If a Restricted User message appears, consult your System Administrator for assistance with this feature.

Auto-Update Process:

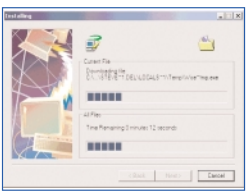


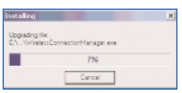
Click **Next>** to continue.



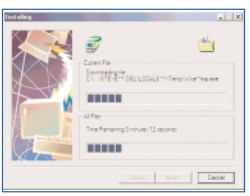
Click **Next>** to continue.

Update Installation:





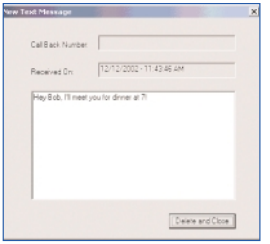
Click **Finish**.



Message Reader

The Message Reader feature allows you to display PCS Short Mail messages sent across the PCS CDMA Network.

Incoming messages will be automatically displayed on your computer screen when they arrive.



Click **Delete** and **Close** to close window.

Troubleshooting Tips

In This Section

- Problem, Causes and Solutions
- Uninstalling the PCS Connection Manager℠ Software

This section provides assistance in diagnosing and solving many common problems you may experience while using your PCS Connection Card™ and PCS Connection Manager℠ Software with your notebook PC.

Problem, Causes and Solutions

When properly installed, the PCS Connection Card is a highly reliable product. Most problems are caused by one of these issues:

- The wrong driver has been installed.
- System resources required by the card are being used by other devices.
- Network coverage is not available (either because you are outside the Sprint Nationwide PCS Network or because of an account or network problem).

This section describes how to diagnose and solve these and other problems. If, after reading this section, you are unable to resolve a problem, please visit www.sprintpcs.com or contact PCS Customer Service Solutions at 1-888-211-4PCS (4727).

Error: "Card not responding"

Solution: This message may appear if you insert your PCS Connection Card and click the PCS Connection Manager shortcut icon before your computer has detected the card. Click **OK** on the message window, and wait 15-30 seconds before clicking the shortcut icon. If the message appears a second time, remove and reinsert the card, and wait until your computer "beeps" before clicking the PCS Connection Manager shortcut icon again.

Error: "No Service"

Solution: If this message is displayed, there is no service available at this time. The network may be busy, or undergoing maintenance. Try connecting to the network at a later time, or moving to another location if you are outside the enhanced Sprint Nationwide PCS Network.

Error: "Card Not Found"

Solution: This message may indicate that the device drivers have not been installed. If you have completed the installation procedure, insert the card into your computer's PC card slot. Windows will automatically detect and install the necessary card drivers.

Problem , Causes and Solutions (con't)

Error:	"Card has been removed"
Solution:	If this message is displayed, verify that the PCS Connection Card is correctly inserted in your computer's PC card slot.
Error:	"Card is already in use"
Solution:	This message indicates the card port is busy. Verify whether your PCS Connection Card has already established a network connection, or if a third-party application is currently using the serial ports.
Error:	"There was no answer"
Solution:	If this message appears, the network may be busy. Try to connect again at a later time.
Error:	"The card has reported an error"
Solution:	If this message is displayed, reboot your PC and attempt to connect a second time. If you are still unable to connect, contact PCS Customer Service Solutions.
Error:	"Connect your phone or card..."
Solution:	If you have installed the PCS Connection Manager software and inserted the PCS Connection Card while your laptop is in a docking station, the card may not connect. You will need to re-run the installation software with your laptop removed from the docking station. Be sure to properly remove the PCS Connection Card from the PC before uninstalling and re-installing the PCS Connection Manager software. To uninstall the software, use the Add/Remove Programs utility in Windows. Then, re-install the PCS Connection Manager software.

Error: " An Error has occurred. Your previous version of the software will not be updated. "

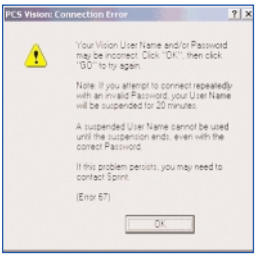
Solution: If the download is interrupted during the Auto-Update process due to either a network unavailability error or if you cancel the download, the PCS Connection Manager may encounter an error the next time the software update is attempted. You will need to Exit the PCS Connection Manager (refer to page xx for more information). Use the Windows Explorer utility to locate the PCS Connection Manager Download sub folder. This Download sub folder is located in the PCS Connection Manager folder, which is normally located at: Program Files>Sprint>PCS Connection Manager. Remove the "Download" subfolder along with its contents. Now, re-launch the PCS Connection Manager by double clicking the PCS Connection Manager shortcut on desktop. Then, Click Go to reconnect to the PCS Network, and retry the software update.

WARNING: The PCS Connection Manager will not work if you upgrade to a different Operating System. You must uninstall the PCS Connection Manager using the Add/Remove Programs Utility (see page 61) prior to installing your new Operating System, then reinstall the PCS Connection Manager.

Note: If you have an older version of the Sprint PCS Connection Manager and are experiencing problems during installation, use the **Add/Remove Programs** Utility (see page 64) and remove the older version of the Sprint PCS Connection Manager. Once you have removed the older version, re-install the current version of the Sprint PCS Connection Manager that is located on the Installation CD.

Connection Error Dialogs

From time-to-time you may experience Connection Errors that generate Mobile IP Error Messages

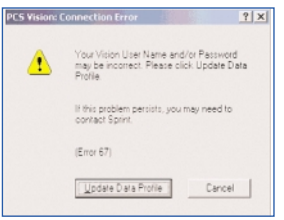

PCS Vision: Connection Error
Your Vision User Name and/or Password may be incorrect. Click "OK", then click "GO" to try again.
Note: If you attempt to connect repeatedly with an invalid Password, your User Name will be suspended for 20 minutes.
A suspended User Name cannot be used until the suspension ends, even with the correct Password.
If this problem persists, you may need to contact Sprint.
(Error 67)
OK

Example of Error Code 67

Follow prompt and Click **OK**

Note that this error will occur when ntetwork-provisioning information does not match the profile on the PCS Connection Card.

If the problem persists, you may be prompted to "Update your Data Profile."


PCS Vision: Connection Error
Your Vision User Name and/or Password may be incorrect. Please click Update Data Profile.
If this problem persists, you may need to contact Sprint.
(Error 67)
Update Data Profile
Cancel

Click **Update Data Profile** to continue. As indicated, contact Sprint if this problem persists.

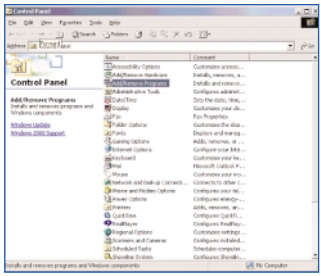
Uninstalling the PCS Connection Manager Software

Uninstalling the PCS Connection Manager℠ Software

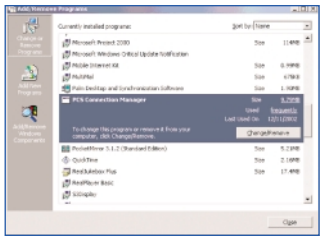
To uninstall the PCS Connection Manager Software be sure to use the Add/Remove Programs Utility built-in to your Windows Operating System.

1. Exit from the PCS Connection Manager. Refer to Page 32 for detailed instructions.

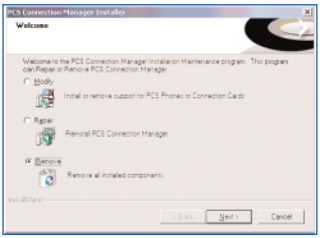
2. Go to **Start < Control Panel** and Select **Add/Remove Programs**



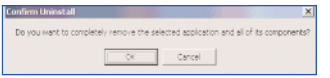
Once selected, the Windows Add/Remove Programs Utility will launch. Be sure the Change or Remove Programs feature is selected (default). Select the PCS Connection Manager software from the list and click on the **Change/Remove** button:



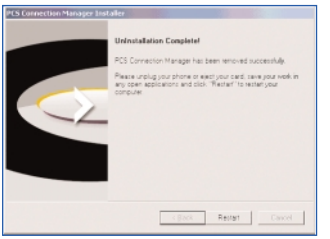
Select **Remove** and click **Next >**


PCS Connection Manager Installer
Welcome
Welcome to the PCS Connection Manager installation Maintenance program. This program can Repair or Remove PCS Connection Manager.
Modify
Install or remove support for PCS Phones or Connection Cards
Repair
Reinstall PCS Connection Manager
Remove
Remove all installed components
InstallShield
< Back
Next >
Cancel

When prompted, click **OK** to proceed.



Restart your computer to complete installation.


PCS Connection Manager Installer
Uninstallation Complete!
PCS Connection Manager has been removed successfully.
Please unplug your phone or eject your card, save your work in any open applications and click "Restart" to restart your computer.
< Back
Restart
Cancel

PCS Vision℠

PCS Vision℠

In This Section

- Messaging
- Email
- PCS Business Connection℠
- PCS Vision FAQs

PCS Vision℠ brings you clarity you can see and hear, with enhanced, always-on mobile multimedia capabilities like email, Internet browsing and PCS Business Connection℠ that are easy to learn and use. This rich, colorful graphic experience will be visually comparable to your home or office computer. It's a revolutionary way to look at wireless.

Messaging

Now you can send and receive email and instant messages, as well as chat on select PCS Connection Cards. With chat, you can have a conversation without talking. Join in a Web-based chat room to exchange information on a specific topic or read conversations that others have posted—even launch a one-on-one chat for a more in-depth conversation.

PCS Messages

These appear on your screen as **Page/Text** and include numeric messages and PCS Messages.

Signing Up for Web Updates

With Web Updates, you can have news and information sent directly to your PCS Connection Card at the times you choose.

To select the information you want sent to your PCS Connection Card:

1. Log on to the Internet.
2. Go to the site from which you want to receive information. A few of the sites you can visit are America Online®, Yahoo!®, MSN® and eBay®. (The location where you request updates within each site will vary.)
3. Where indicated on the site, input your PCS Connection Card's 10-digit PCS Phone Number followed by "@messaging.sprintpcs.com." For example: 5551234567@messaging.sprintpcs.com.

Upon completing the registration process, you should begin receiving updates to your PCS Connection Card as requested.

Email

Using PCS Email

With PCS Email, you can set up an account at no additional charge and perform many of the typical email functions from your PCS Connection Card that you can from your desktop computer.

You can manage your PCS Email Account from your computer at www.sprintpcs.com. You can also access other select email providers from the Web.

Accessing PCS Email Messages

To access PCS Email Messages:

1. From the Web home page, select the **Messaging** folder.
2. Select **E-mail**. If you're a first-time user, prompts will help you set up your email account by establishing a user name and password.
3. To view your messages, select **Inbox**.
4. Select the message you wish to read.
5. Once you've read a message, use the quick actions at the end of each message (**Erase**, **Reply**, **Reply All** or **Next Message**) or select **Menu** for a full list of options.

Composing PCS Email Messages

To compose a PCS Email Message:

1. From the Web home page, select the **Messaging** folder.
2. Select **E-mail**.
3. Select **Compose**.
4. Select **Add Name** to enter the address of the person to whom you're sending a message.
5. Select **Next** to enter the subject of your email and your specific message.
6. Select **Send** when your message is ready to be delivered.

PCS Business Connection℠ Personal Edition

PCS Business Connection℠ Personal Edition is designed to offer secure wireless access to both Microsoft Outlook and Lotus Notes.

PCS Business Connection Personal Edition delivers the following features:

- **Business email access:** Read, reply to, forward, delete and compose your company email.
- **Company directory and contacts:** Search, view, call, and email contacts from your company's directory. Do all this and add/edit your personal contacts.
- **Work calendar:** Accept and reject meetings, view daily summaries and details, navigate to various dates.
- **Files/information on your PC:** Browse folders, download and view documents from any device using a PC browser or Internet Explorer.

To use PCS Business Connection Personal Edition, install Business Connection Personal Edition software on your work PC. This allows data to be securely retrieved in real-time by your wireless device when connected to the Sprint Nationwide PCS Network. There is a monthly charge for PCS Business Connection, and usage charges will also apply.

When your work PC isn't on, you can share connections with your co-workers so that you always have access to your email, calendar and contacts. Your data remains secure behind the corporate firewall and any changes you make on your wireless device are instantly updated on your corporate server without the need to synchronize.

Additional Business Connection solutions are available to your company. For more details, visit businessconnection.sprintpcs.com.

PCS Vision FAQs

How will I know when my PCS Connection Card is ready for PCS Vision Service?

Your user name (for example, bsmith001@sprintpcs.com) will be visible on the PCS Connection Manager display screen.

How do I sign-in for the first time?

You are automatically signed in to PCS Vision Services when you launch the PCS Connection Manager Software.

How do I know when my PCS Connection Card is connected to PCS Vision Services?

Your PCS Connection Card automatically connects when PCS Vision Service is used or an incoming message arrives.

Can I make phone calls using my PCS Connection Card?

You cannot make voice calls with the PCS Connection Card.

When is my data connection active?

Your connection is active when data is being transferred. The message "Connected" appears on the PCS Connection Manager display screen.

When is my data connection dormant?

If no data is received for 10 seconds, the connection goes dormant. The connection can go active again quickly. If no data is received for an extended period of time, the connection will terminate.

Can I change my PCS Vision℠ Password?

Yes, sign on to the PCS website, www.sprintpcs.com, and click **My Profile** (near the top of the page). Click **Settings & Preferences**. Then, Click **Change PCS Vision User Name and PCS Vision Password**. Follow the on-screen instructions to change your PCS Vision Password.

Can I sign out of data services?

You can sign out without turning off your PCS Connection Card; however you will not be able to browse the Web or use other PCS Vision Services. To sign out, go to **Settings** > **Internet** > **Sign Out** in PCS Connection Manager menu.

How can I optimize my settings to achieve faster speeds and send and receive less data while dialing into my company network?

For optimized results, work in "Offline" mode and synchronize periodically to send and receive corporate email. Also, save/drag-and-drop attachments to a desktop folder rather than double-clicking prior to opening. For more detailed information, access the Microsoft whitepaper at http://www.microsoft.com/office/outlook/evaluation/perform.doc.

Technical Specifications and Regulatory Information

Technical Specifications

In This Section

- Environmental Specifications
- Radio Frequency and Electrical Specifications
- Software Specifications
- Mechanical Specifications

This section outlines the environmental and technical specifications for your new PCS Connection Card™

Environmental Specifications

Operating temperature:	**-20° to 60° C**
Storage temperature:	**- 30° to 65° C**
Humidity:	**60° @ 15 - 95 %RH**
Vibration stability:	**Sinusoidal vibration @ 15g peak**
	Mechanical shock @ 50g peak
Drop:	**1 meter on vinyl surface**
Contact discharge (Level 2):	**+/- 1.5k V**
Air discharge (Level 3):	**+/- 15k V**

Radio Frequency and Electrical Specifications

Approvals:	**FCC (parts 15&24, SAR)**
Interface type:	**Type II PC Card**
Supply voltage:	**3.3V**
Current consumption:	**Sleep/Idle: 95mA**
	Average in-use: 360mA
	Max. (Peak): 950mA
Transmitter power:	**200mW (+23dBm)**
Transmitting:	**Forward link: 144 kbps**
(Max data rate):	**Reverse link: 144 kbps**
Transmit:	**1850 to 1910MHz**
Receive:	**1930 to 1990MHz**
Channel spacing:	**1.25MHz**
Frequency stability:	**+/- 150Hz**
Voice capability:	**None**

Software Specifications

CDMA specification:	**IS - 2000 Release 0**
Data service:	**IS - 707A**
SMS (IS-637):	**IS - 637A mobile terminated**
FAX:	**No Support**
IOTA:	**Support**
OTASP (IS-683A):	**No Support**
OTAPA (IS-683A):	**No Support**
PRL (preferred roaming list):	**Support**
Authentication:	**Support**
Voice:	**No Support**
NAM	**Single**
E911 & Position Location:	**No Support**
TTY/Accessibility:	**No Support**
Mobile IP:	**Support**
WNP (wireless number portability):	**Support**

Mechanical Specifications

Dimensions (W x L x H):	**54mm x 116mm x 5mm**
Weight:	**40g**
Power button:	**No support**
Headset jack:	**No support**
LED:	**Red/Green**
Antenna:	**Vertically polarized dipole**

Regulatory Information

In This Section

- Warning (EMI) - US FCC Information
- Warning (EMI) - Canada

This section outlines important regulatory notices concerning your new PCS Connection Card™.

Regulatory Notices

This device is compliant with Parts 15 and 24 of the FCC Rules. This PC card has been tested with the typical laptop computer with the side loading PCMCIA bay. This PC card must not be co-located or operated in conjunction with any other antenna or transmitter. Use of this device in any other configuration may exceed the FCC RF Exposure compliance limit. Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesirable operations.

FCC guidelines stipulate that the antenna should be more than 2.5 cm (1") from by-standers and 1.0 cm (0.39") from the user. When in use, the antenna should be fully extended upward at a 90 degree angle.

The highest reported SAR values of the PCS Connection Card - Model PC3200 are:

1. Separation distance of 2.5 cm (1") to nearby persons (0.85 W/kg).
2. Direct contact to user's lap with PCS Connection Card inserted into the bottom PC Card slot of the laptop computer with antenna in the stowed (down) position (0.782 W/kg).

FCC ID: PNF-PC3200P

CAUTION Unauthorized modifications or changes not expressly approved by Sprint Communications Company L.P. could void compliance with regulatory rules and thereby your authority to use this equipment.

WARNING (EMI) - United States FCC Information - This equipment has been tested and found to comply with the limits pursuant to Part 15 & 24 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

WARNING (EMI) - Canada - This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par le ministre des Communications.

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

Safety Information and Terms & Conditions

Safety and Notices

In This Section

- Important Notice
- Safety and Hazards

This section outlines important liability and safety guidelines concerning your new PCS Connection Card™.

Important Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the PCS Connection Card - Model PC3200 CDMA modem are used in a normal manner with a well-constructed network, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. SPRINT SPECTRUM L.P. accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the PCS Connection Card - Model PC3200 CDMA modem, or for failure of the PCS Connection Card - Model PC3200 to transmit or receive such data.

Safety and Hazards

Do not operate the PCS Connection Card -Model PC3200 in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas, the PCS Connection Card - Model PC3200 **MUST BE POWERED OFF**. It can transmit signals that could interfere with this equipment.

Do not operate the PCS Connection Card - Model PC3200 in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the PCS Connection Card - Model PC3200 **MUST BE POWERED OFF**. When operating, it can transmit signals that could interfere with various onboard systems.

The driver or operator of any vehicle should not operate the PCS Connection Card - Model PC3200 while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

Terms and Conditions

In This Section

4 Terms and Conditions of Services

This section contains the terms and conditions of service for your new PCS Connection Card™.

Terms and Conditions

Terms and Conditions of Services

(Effective as of November 24, 2003 until replaced)

Thanks for choosing Sprint. These terms and conditions are part of your agreement with Sprint for PCS Services.

The terms and conditions included with your PCS Phone may not be the most current version. For the most current version of the terms and conditions, please visit our website at www.sprintpcs.com or call PCS Customer Service Solutions at 1-888-211-4PCS. If you activated PCS Services before the effective date of these terms and conditions, these terms and conditions replace and supersede any previous terms and conditions.

If you have questions about your PCS Services, please visit our website at www.sprintpcs.com or call PCS Customer Service Solutions at 1-888-211-4PCS (4727).

Para solicitar esta literatura en español, por favor contactar a 1-888-211-4PCS(4727).

Agreement. Your agreement ("Agreement") with Sprint Spectrum L.P. and any of its affiliates doing business as Sprint providing PCS Services ("Services") to you is made up of these Terms and Conditions of Service ("Terms") and the Service Plan that we agree to provide you. Your "Service Plan" is described in our marketing materials, and includes the terms, rates and features we set for that Service Plan. In the agreement, we use the words "we," "us," "our" or "Sprint" to refer to Sprint Spectrum L.P. and its affiliates doing business as Sprint. You accept the agreement when you activate PCS Services or make any attempt to use our PCS Services (for example, attempting to place any call while on or roaming off the Sprint Nationwide PCS Network, using data services, etc.). We may change the Agreement at any time by giving you prior notice. Any changes to the Agreement are effective when we publish them. If you use our Services or make any payment to us on or after the effective date of the changes, you accept the changes. If we change a material term of the Agreement and that change has a material adverse effect on you, you may terminate the Agreement without an early termination fee by calling 1-888-211-4727 within 30 days after the invoice date of the first invoice your receive after the changes go into effect. You understand and agree that taxes, Universal Service fees and other charges imposed by the government or based on government calculations may increase or decrease on a monthly basis, and that this paragraph does not apply to any increases in such taxes, Universal Service fees and other charges.

Provision of Service. Your purchase of a PCS Phone or other equipment does not mean that we must provide Services to you. We may decide not to provide Services to you for any lawful reason. We may request that you provide us with any information we reasonably require to determine whether you qualify for Services. Services in some areas are managed and provided under contract with Sprint by independent affiliates with access to the Sprint Nationwide PCS Network. Some

Services may not be available or may operate differently in certain affiliate markets or other areas.

Credit Verification. You must have and maintain satisfactory credit to receive and continue to receive Services. We will verify your credit before agreeing to provide Services to you and we may verify your credit at any time while we provide Services to you. Credit verification may include a review of credit reports that we receive from credit bureaus. If at any time we determine, in our sole discretion, that payment for Services may not be made when due, we may suspend Services and require that you provide payment on account or a guarantee of payment before we resume Services.

Service Plan. You may be eligible for a fixed length PCS Service Plan ("Term Service Plan") or for a month-to-month Service Plan ("Non-Term Service Plan"). We determine the Service Plan for which you qualify. Except as permitted by the Agreement, you must maintain service with us on your Term Service Plan for the minimum term associated with that Term Service Plan. We may offer non-identical Service Plans to different individuals or entities. Services and coverage under some Service Plans may be more limited than available under other Service Plans. Your Service Plan sets out the charges for Services and is your Service Plan until that Service Plan is changed, you switch to a different Service Plan, or your Services terminate. Based on your credit rating or other factors, we may require that you make a deposit, prepayment, or a series of deposits or prepayments, or be subject to an account spending limit, before Services are activated or maintained.

Changing Service Plans. If you are on a Non-Term Service Plan, you may change to a different Service Plan for which you qualify. Any change is effective at the start of your next full invoicing cycle unless otherwise specified by us at the time that you place your change order. If you change or add a different Service Plan or service feature and the change is effective prior to the start of your next full invoicing cycle, you will be invoiced a prorated amount. We may require a service charge for implementing any change directed by you in addition to the charges associated with the Service Plan or optional service features you select. If you are on a Term Service Plan and you want to change your service plan, you may be required to accept a new Term Service Plan and we may require you to pay the early termination fee set out in your Service Plan or other fee.

Termination. Non-Term Service Plan. If you are on a Non-Term Service Plan, you may terminate Services at any time by giving us notice. Subject to the terms of this Agreement, we may terminate Services at any time, with or without notice. If your Service has been suspended due to non-payment, you may be charged a reactivation fee. We may deactivate any Number before you receive notice of termination without liability to you. Termination by either of us may be with or without cause.

Termination. Term Service Plan. EXCEPT AS PERMITTED BY THE AGREEMENT, IF YOU TERMINATE YOUR TERM SERVICE PLAN BEFORE THE END OF THE TERM, OR IF WE TERMINATE SERVICES FOR CAUSE BEFORE THE END OF THE TERM, YOU WILL BE REQUIRED TO PAY THE EARLY TERMINATION FEE ASSOCIATED WITH YOUR TERM SERVICE PLAN. No early termination fee is charged if you

terminate a Term Service Plan in accordance with the return policy associated with your Term Service Plan. After the expiration of the term, the Terms relating to Non-Term Service Plans apply.

Termination. General. Regardless of whether you have a Non-Term or a Term Service Plan, we may terminate or suspend Services to you without liability if: (1) you breach any provision of this Agreement (including if you fail to pay any charges for Services); or (2) you fail to pay any charges due us for equipment or otherwise. If Services are terminated before the end of your current invoicing cycle, we will not prorate the monthly recurring charge to the date of termination, and you will not receive a credit or refund for any unused minutes in your Service Plan.

Use of Services and Equipment; Availability. You must be at least 18 years old to subscribe to our Services. We may require you to provide proof of your age and identity. If you are under 18 years old you may be eligible for certain Services that have Account Spending Limits if a person 18 years or older is also named as a subscriber on the Account. Your PCS Phone will not accept the services of any wireless provider other than Sprint (but see Roaming). Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. By requesting Services, you agree that you will not use Services and equipment in any unlawful, fraudulent or abusive manner. You may not resell or lease Services or equipment to anyone.

Coverage. Most services are only available within the operating range of the Sprint Nationwide PCS Network (also see Roaming). Coverage is not available everywhere. Coverage and quality of Services may be affected by conditions within or beyond our control, including network problems, signal strength, your equipment, and atmospheric, geographic, or topographic conditions. We do not guarantee service availability or that there will be no interruptions or delays in Services (e.g., dropped calls, blocked calls, etc.).

Number. We may change the phone number ("Number") assigned to your PCS device without compensation by giving you prior notice. You do not own the Number. You may not modify the Number we program into any phone or other equipment, duplicate the Number to any device other than that authorized by us or, except as allowed for by law, transfer (port) the Number to any other individual or entity. If you transfer the Number to another carrier, the terms of the Agreement (including the rights and obligations set forth in the Termination paragraphs) still apply. In certain instances, you may transfer a Number from another carrier to Sprint. Sprint does not in any way guarantee that such transfers to (or from) Sprint will be successful. If a transfer to Sprint is not successful, you will be responsible any discounts provided to you with the purchase of your PCS device. See our printed in-store materials or visit www.sprintpcs.com for additional important information on Number transfers.

Phone Activation Fee. You may be required to pay a non-refundable phone activation fee when you activate a new Number, have us switch a Number to a different phone, have your current Number changed, we activate a different phone on your existing account or your Service Plan says so.

Charges. For most forms of wireless Service, your usage will be charged from the time you first initiate contact between your phone or other wireless device and the network until the network connection is broken, whether or not you are successful in connecting with the service with which you seek to connect, even if the connection is later broken or dropped. An exception is that you are not charged for voice calls that are not completed. You are charged for completed calls to your Number from the time shortly before the phone starts ringing until the call is terminated. You will be charged peak rates for the entire duration of calls initiated during the peak time periods applicable to your Service. You will be charged off-peak rates for the entire duration of calls initiated during the off-peak time periods applicable to your Service. In addition to these usage charges, you may be charged for recurring monthly service charges, applicable local and long-distance toll charges, other usage charges, (including voicemail access, call waiting, call forwarding, etc.), connection fees, roaming charges, directory assistance, call completion charges, account review and management charges, optional features you select at an extra cost, surcharges related to government programs, and taxes. Charges for most Services are incurred in one-minute increments, with partial minutes of use rounded up to the next highest minute. You must pay, by each invoice due date, all charges for Services provided to the Number for each phone or other equipment that our records show you activated, no matter who actually uses or has possession of the phone or other equipment at the time Services are provided.

PCS Vision (Third Generation) Wireless Charges. For PCS Vision wireless services, you will be charged on a per kilobyte basis for data used, rather than for airtime used. As long as your PCS Vision device is connected to the Sprint Nationwide PCS Network ("PCS Vision network"), you will be incurring data usage charges. You are responsible for all data activity from and directed to your PCS Phone, regardless of who initiates the activity. We will invoice you for all data directed to the internet address (or "IP address") assigned to your device in a given PCS Vision session, regardless of whether your device actually receives the data. You will be charged for data usage initiated by others as well as those you initiate. You will be charged for additional data used in transporting and routing on the network. You will be charged for partial and interrupted data downloads or other use, including re-sent data, and for unsuccessful attempts to reach websites and use other applications and services, including those resulting from dropped network connections. If you use a Premium Service (including services provided by third parties but for which you are billed on your PCS Invoice), you will be charged for data used in transport and routing in addition to the charge for the Premium Service. The amount of data used and charged to you will vary widely, depending upon the specific PCS Vision wireless application or other service you use, the amount of data used in the specific application or service, and network congestion and other matters. For this and other reasons, estimates of data usage - for example, the size of downloadable files - will vary from what you actually use. You cannot receive incoming calls while using third generation services. Data usage will be rounded up to the next whole kilobyte. Kilobyte usage will be rounded up to the next full cent. Rounding up will occur at the end of each separate session or each clock hour (at the top of

each hour), if the session spans more than 1 clock hour. When traveling on our PCS Vision network, a session may be ended and new session initiated, although no interruption to the actual data session will occur. Your invoice will not separately identify the number of kilobytes attributable to your use of specific sites, sessions or services used.

PCS Vision Premium Services. Your PCS Vision wireless services may allow you to access or download premium content for an additional charge. Certain PCS Vision services (e.g., games, ringers and screen savers) primarily contain premium services content. Access to and downloading of premium content is not included with PCS Vision services. The additional charges for this premium content will be billed to you on your PCS Invoice. You will be charged for this content (at rates and charges specified at the time of access or download) that will be in addition to data usage charges you will incur while connected to the enhanced PCS Vision network. We provide no warranties and make no representations or claims with regard to third-party Premium Services. In certain instances, subject to the terms of the content purchased, we may delete premium and non-premium items downloaded to available storage areas (e.g., your vault), including any pictures, games and other content. We may limit the amount of Premium Services you may purchase in a specific timeframe (month, week, day, or other time period). We may suspend your use of Premium Services without prior consent or notice if we have reason to suspect fraudulent or unauthorized use of your Premium Services account, but we make no assurances that we will suspend your account.

Other Terms Applicable to PCS Vision Usage. Use of PCS Vision wireless services requires the purchase of a separate third generation wireless compatible phone or other device and is subject to any software, memory, storage or other limitation in the phone or other equipment. Not all applications and services work, or work the same, on all third generation wireless phones and devices. Check the materials accompanying your phone or device to determine which applications and services it will support. PCS Vision wireless services are not available while off the PCS Vision network. PCS Vision services are not available for server devices or host computer applications, other systems that drive continuous heavy traffic or data sessions, or as substitutes for private lines or frame relay connections. Unlimited PCS Vision plans/options are only available with phones or PCS smart phones where the device is not being used as a modem in connection with other equipment (e.g., computers, PDAs, etc.) through use of connection kits or other phone-to-computer/PDA accessories, or Bluetooth or other wireless technology. Sprint reserves the right to deny or to terminate service without notice for any misuse. Sprint is not responsible for any opinions, advice, statements, services applications or other information provided by third parties and accessible through PCS Vision wireless services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the PCS Vision wireless services. You are responsible for evaluating such content. Use of certain PCS Vision wireless services, including some messaging services, may result in the disclosure to others of your email address and other information about you in connection with your internet usage. Your accessing of, or use of, third party sites or services accessible PCS Vision wireless services may require the

disclosure of information about you, subject to the policies of those sites and services. You consent to receiving advertising, warnings, alerts and other messages, including broadcast messages. Your access to PCS Vision wireless services is controlled by a password.

Voice Command. PCS Voice Command is an optional service that allows you to place calls by using speech recognition technology. Calls to 911 or similar emergency numbers cannot be placed through the Voice Command feature. Airtime and applicable long distance charges for a call completed from your Number using the Voice Command feature begin when you press or activate the TALK or similar key(s) and end when your call is terminated by hitting the END key or by returning to the Voice Command platform. If you initiate and complete another call without leaving the Voice Command platform, a separate charge for that call will begin from the time the previous call was terminated. Airtime and applicable long distance charges will be applied to the entire length of a completed call initiated from Voice Command. Using Directory Assistance to input names into your Voice Command address book will incur additional charges.

Invoicing. Invoicing cycles are approximately 30 days in length. Invoicing cycles and dates may change from time to time. Except as otherwise provided in your Service Plan, monthly recurring charges (MRCs) are invoiced one invoicing cycle in advance. Charges for Services are usually invoiced as soon as possible after the charges accrue. We may, however, invoice you for usage and charges occurring before the invoicing cycle being invoiced, if they were not previously invoiced. If you are invoiced for usage incurred during a prior invoicing cycle, those minutes will be applied to your Service Plan minutes for the current invoicing cycle. However, if you change your PCS Service Plan between the time the usage was incurred and the beginning of the current invoicing cycle, those minutes from the prior invoicing cycle will be charged at the rate per minute for usage over included minutes provided in the Service Plan in effect at the time the usage was incurred.

Payment. If you have authorized payment for Services or equipment by credit card or by debiting a bank account, no additional notice or consent is required before we invoice the credit card or debit the bank account for all amounts due to us or billed by us on behalf of a third party. You must promptly notify us of any change in your invoicing address or of the credit card or bank account used for payment. We reserve the right to require payment by money order, cashier's check or other secured form of payment. If we take action to receive payment beyond invoicing you for charges for Services or equipment, you must pay our costs and expenses of collection, including attorneys' fees and expenses, the fees of any collection agency and court costs. If we act as an invoicing agent for a third-party service provider, payments received are first applied to amounts due and owing to us and any remaining amounts are applied to sums due and owing to the third-party service provider. We may immediately charge an additional fee for any check or other negotiable instrument endorsed by you and returned unpaid by a financial institution for any reason. You may be charged fees for certain methods of payment.

Late Payment Charges. Payment is past due if we do not receive it by the due date shown on your invoice. Any payment for Services and equipment not made when due accrues late charges until paid at the rate of 5% per month or at the highest rate allowed by law. Acceptance of late or partial payments (even if marked "paid in full") does not waive our right to collect all amounts that you owe us. If your Service has been suspended due to non-payment, you may be charged a reactivation fee.

Disputed Charges. You must raise any dispute that you have about any charges invoiced to you within 15 days of the date of the invoice or you have accepted the invoice. You may notify us of any dispute by notifying PCS Customer Service Solutions. Calls to our sales or general business offices are not notice of a dispute. If disputed invoice procedures are described on the invoice, you must follow them.

Account Spending Limit. If we agree to provide Services to you on an Account Spending Limit basis, we will tell you your Account Spending Limit before we start Services to your Number, or as reasonably practicable after the limit is imposed. If we require a deposit for you to establish or keep Services on an Account Spending Limit basis, we will hold the deposit as partial guarantee of payment for Services (see Deposits). Charges for Services accrue against your Account Spending Limit as they are incurred. We may charge an initial ASL start up fee. We may charge a monthly ASL service fee, in addition to your recurring monthly service charge. We may suspend Services to your Number without prior notice to you when your account balance reaches your Account Spending Limit. Services are restored when you have paid any past due balance and pay a specified minimum amount to reduce your account balance below your Account Spending Limit. We may change this minimum amount at any time upon notice to you. You may pay any past due balance and the minimum amount by any method authorized by Sprint. Contact PCS Customer Service Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on an Account Spending Limit basis, Services and coverage may be limited in certain ways. You must pay all charges for Services even if they exceed the amount of your Account Spending Limit.

Clear Pay. If we agree to provide Services to you as a Clear Pay customer, we may suspend Services to your Number without prior notice to you immediately when your bill becomes past due. Even if your bill is not past due, we may suspend services if your unpaid usage exceeds $125 or another amount to be determined by your past credit or usage history. If we require a deposit for you to establish or keep Services as a Clear Pay customer, we will hold the deposit as partial guarantee of payment for Services (see Deposits, below). Contact PCS Customer Service Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on as a Clear Pay basis, Services and coverage may be limited in certain ways. You must pay all charges for Services whether or not your Services are suspended or terminated.

Deposits. If we require a deposit for you to establish or keep Services, we will hold the deposit as partial guarantee of payment for Services. We may change the deposit amount at any time to reflect revised estimated monthly charges based upon your usage. A deposit may not be used to pay any invoice (unless it is used to pay a final invoice) or delay payment. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history. The rate of interest, if any, on the deposit is subject to change. We may mix deposits with our other funds. If Services are terminated for any reason, we may, without notice to you, apply your deposit toward payment of outstanding charges and return any excess to you at your last known address within 75 days after termination of Services. If the U.S. Postal Service cannot deliver the money to you and returns it to us, we will hold it for you for one year from the date of return and, during that period, we may charge a servicing fee against the deposit balance. Any money held during this one-year period will not accrue interest for your benefit. You forfeit any portion of the money left after the one-year period.

Wireless Web and Voice Portal Services. Wireless Web Services are part of the Services that can be obtained through Sprint. Wireless Web Services are not available in all markets or while roaming off the Sprint Nationwide PCS Network. Use of Wireless Web Services requires an Internet-ready PCS Phone or certain other equipment (or both) and is subject to any memory, storage or other limitation in the phone or other equipment. Wireless Web Services are not available on PCS Vision phones or devices. The Caller ID blocking feature is not available when using Wireless Web Services. Any use of Wireless Web Services deducts from your Service Plan minutes. For data calls (including Wireless Web and Voice Portal calls) that are attempted, but not completed, you are charged for the time during which the network attempts to connect the call. You are charged for time spent connected to the Wireless Web or Voice Portal, including time spent browsing on the Internet or Voice Portal and reviewing or scrolling through Internet information on-line while still connected to the Sprint Nationwide PCS Network. Not all Internet sites can be accessed and you may receive an error message if you attempt to access a site that cannot be accessed through Wireless Web Services. You are also charged for Wireless Web connections to review your PCS account information. Wireless Web Services are not available with all Service Plans. Sprint is not responsible for any opinions, advice, statements, services or other information provided by third-parties and accessible through Wireless Web Services or Voice Portal Services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the Wireless Web Services or Voice Portal Services. You are responsible for evaluating such content.

Taxes and Surcharges. We invoice you for taxes, fees and other charges levied by or remitted directly to federal, state or local authorities, or foreign government on Services including, without limitation, sales, gross receipts, use, and excise taxes. If you claim any tax exemption, you must provide us with a valid tax-exempt document. Any tax exemption applies only from the date we receive a valid tax-exempt document. We also invoice you for fees that we collect and remit to the government such as Universal Service, and for surcharges that we collect and keep to pay for the costs of complying with government mandates such as number pooling and portability, and Enhanced 911 service. These charges are neither taxes nor government imposed assessments.

Roaming. Calls made while off the Sprint Nationwide PCS Network are "roaming" calls. Your PCS Phone is specifically designed and engineered to work only on the Sprint Nationwide PCS Network. It works on another CDMA PCS provider's system only when a roaming agreement is in place between Sprint and the other providers. If your PCS Phone is a dual-mode phone, it works on both a CDMA PCS provider's system (in addition to the Sprint Nationwide PCS Network) and a wireless analog telecommunications provider's system only when roaming agreements are in place between Sprint and the other providers. If we do not have a roaming agreement in place, you may be able to place roaming calls "manually" by using a valid credit card. If there is a gap or other interruption of coverage within a PCS coverage area that prevents connection with the Sprint Nationwide PCS Network and your dual-band phone is set to roam automatically when outside PCS coverage, you may incur roaming fees within a PCS coverage area. Certain features and services may not be available when roaming (including PCS Vision, voicemail, call waiting, call forwarding, etc.).

Phones and Other Equipment. Phones and other equipment may be purchased and returned as provided in the purchase documents. We are not the manufacturer of the phones or other equipment. The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers. We have no liability in connection with the phones and other equipment or for the manufacturers' acts or omissions.

Lost or Stolen Equipment. If your phone or other equipment is lost or stolen, you must notify us by calling PCS Customer Service Solutions. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment before you notify us of the loss or theft. We will deactivate Services to the Number upon notification to us of any loss or theft. You may be required to provide evidence of the loss or theft (for example, a police report or sworn statement). If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation fee. We will deactivate Services to any Number without prior notice to you if we suspect any unlawful or fraudulent use of the Number. You agree to cooperate reasonably with us in investigating suspected unlawful or fraudulent use.

Messages. You will incur airtime usage charges when accessing your voicemail from your PCS Phone. You may also incur charges in accessing text messages from your PCS Phone. You may access your voicemail without incurring airtime usage charges by checking your voicemail from a wireline phone. We may impose limits on the number of voicemail or text message that can be retained through your PCS account. Audible or visual indicators of text or voicemail messages, including mailbox icons on your PCS Phone, may not always provide an up to date indication of new messages. In certain instances, you may be required to manually reset or clear your mailbox indicator.

Caller ID. If you do not want people you call to receive the Number assigned to your phone, you must call PCS Customer Service Solutions for information about automatic Caller ID blocking. The Number assigned to your phone can be blocked on a per-call basis by dialing *67 + Destination Number + TALK (or similar key), but Caller ID delivery resumes on the next call you make. Caller ID display on incoming calls to your Number depends on receiving the information from the calling party.

TTY Access. A TTY (also known as TDD or Text Telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. TTY doesn't work with all PCS Phones. If you have a PCS TTY-capable phone, it may not function effectively, or at all, when attempting 911 calls due to the equipment or software of the answering agency. Therefore, a TTY device should not be relied on for 911 calls.

Pay-Per-Call Service. We will not complete calls from your Number to 900, 976 and similar numbers for pay-per-call services.

International Calling. You may be limited in the international destinations that you can call with Services. You should contact
PCS Customer Service Solutions for information about international destinations that you cannot call.

Limitation of Liability. Except as otherwise provided in this section, our sole liability to you for any loss or damage arising out of providing or failing to provide Services (including mistakes, omissions, interruptions, delays, errors, or defects) does not exceed (1) in cases related to a specific piece of equipment, the prorated MRC for Services to the piece of equipment during the affected period, or (2) in cases not related to a specific piece of equipment, the prorated MRCs for Services to you during the affected period. Neither we nor our vendors, suppliers or licensors are liable for any damage arising out of or in connection with:

a) any act or omission of any telecommunications service or other service provider other than us;

b) any directory listing;

c) any dropped calls or inability to place or receive calls;

d) any interruption of Services, including interruptions caused by equipment or facilities failure or shortages, transmission limitations or system capacity limitations;

e) traffic or other accidents, or any health-related claims allegedly arising from the use of Services, phones, equipment or accessories used in connection with the Services;

f) the use of Wireless Web Services and PCS Vision applications and services, including the accuracy or reliability of any information obtained from the Internet using Wireless Web Services or from Voice Portal Services, PCS Vision wireless services or Internet services, content or applications not supported by Sprint PCS;

g) any late or failed message delivery;

h) any interruption or failure of 911 or E911 emergency services or identification of the Number, address or name associated with any person accessing or attempting to access emergency services from your phone;

i) the installation or repair of any products or equipment by parties who are not our authorized employees or agents;

j) events due to factors beyond our control, including acts of God (including, without limitation, weather-related phenomena, fire or earthquake), war, riot, strike, or orders of governmental authority;

k) any act or omission of any third party or independent contractor that offers products or services in conjunction with or through the Services; or

l) your negligent or intentional act or omission.

NO CONSEQUENTIAL OR OTHER DAMAGES. UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH PROVIDING OR FAILING TO PROVIDE SERVICES, PHONES OR OTHER EQUIPMENT USED IN CONNECTION WITH THE SERVICES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES. THIS SECTION SURVIVES TERMINATION OF THIS AGREEMENT.

Indemnification. You indemnify and defend us, our partners, directors, officers, employees and agents from and against any claim, action, damage, liability and expense arising out of or in connection with: (1) your acts or omissions that occur in connection with your use of the Services or equipment used in connection with the Services, and (2) any communications you make or receive using the Services. This indemnification extends to and includes any attorney's fees and costs incurred by us arising from any actions or claims to which this indemnification applies, or from the contesting of the applicability of this provision. This section survives termination of this Agreement.

MANDATORY ARBITRATION OF DISPUTES. ANY CLAIM, CONTROVERSY OR DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY AND/OR ANY OF ITS EMPLOYEES, AGENTS, AFFILIATES OR OTHER REPRESENTATIVES, WHETHER SOUNDING IN CONTRACT, STATUTE, OR TORT, INCLUDING FRAUD, MISREPRESENTATION, FRAUDULENT INDUCEMENT, OR ANY OTHER LEGAL OR EQUITABLE THEORY AND REGARDLESS OF THE DATE OF ACCRUAL OF SUCH CLAIM, CONTROVERSY OR DISPUTE SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THE QUESTION OF WHETHER A CLAIM IS SUBJECT TO ARBITRATION. HOWEVER, NOTHING CONTAINED IN THIS ARBITRATION PROVISION SHALL PRECLUDE THE CUSTOMER FROM RESOLVING ANY CLAIM, CONTROVERSY OR DISPUTE IN SMALL CLAIMS COURT HE OR SHE OTHERWISE WOULD HAVE THE RIGHT TO PURSUE.

A single arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of CPR or, alternatively, may be selected by agreement of the parties, who shall cooperate in good faith to select the arbitrator. The arbitration will be conducted by, and under the then-applicable rules of the CPR Institute for Dispute Resolution. All expedited procedures prescribed by the applicable rules will apply. Any required hearing fees and costs shall be paid by the parties as required by the applicable rules or as required by applicable law, but the arbitrator shall have the power to apportion such costs as the arbitrator deems appropriate. The arbitrator's decision and award will be final and binding (subject to the appeal clause below), and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

An appeal may be taken under the CPR Arbitration Appeal Procedure from any final award of any arbitral panel in any arbitration arising out of or related to this agreement that is conducted in accordance with the requirements of such Appeal Procedure. Unless otherwise agreed by the parties and the appeal tribunal, the appeal shall be conducted at the place of the original arbitration.

If any party files a judicial or administrative action asserting a claim that is subject to arbitration and another party successfully stays such action or compels arbitration, the party filing that action must pay the other party's costs and expenses incurred in seeking such stay or compelling arbitration, including attorney's fees.

Notices. You may get our current address for written notice by calling PCS Customer Service Solutions. Written notice to you is sent to your last known address in our invoicing records. Written notice is effective three days after deposit in the U.S. mail, postage prepaid, and properly addressed. Unless required by this Agreement or Applicable Laws, (1) you may notify us by calling PCS Customer Service Solutions, and (2) we may notify you by leaving a message for you on your PCS Phone, answering machine or with your answering service. Notice addresses may be changed by giving notice as provided in this section.

Choice of Law; Jurisdiction. This Agreement is governed by and must be construed under federal law and the laws of the State of Kansas, without regard to choice of law principles.

General. If either of us does not enforce any right or remedy available under this Agreement, that failure is not a waiver of the right or remedy for any other breach or failure by the other party. Our waiver of any requirement in any one instance is not a general waiver of that requirement and does not amend this Agreement. This Agreement is subject to any applicable federal and state law (collectively, "Applicable Laws"). If any part of this Agreement is held invalid or unenforceable, that part is interpreted consistent with Applicable Laws as nearly as possible to reflect the original intentions of the parties and the rest of this Agreement remains in full force and effect. Section headings are for descriptive purposes only and are not used to interpret this Agreement. You may not assign this Agreement to any other person or entity without our prior written approval. This Agreement (including any referenced documents and attachments) makes up the entire agreement between you and us and replaces all prior written or spoken agreements, representations, promises or understandings between you and us. The provisions of this Agreement that are contemplated to be enforceable after the termination of this Agreement survive termination of this Agreement. If there is a conflict, the Service Plan (including any Term Service Plan) controls over the Terms.

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